

March 5, 2002

By Certified Mail

Mr. David Grain
Senior Vice President
AT&T Broadband
6 Campanelli Drive
Andover, Massachusetts 01810

RE: Westford Renewal License Non-Compliance – Sec. 13.4

Dear Mr. Grain:

We are writing to you in our capacity as the Board of Selectmen, statutory Issuing Authority for the Town of Westford, Massachusetts (the “Town”).

It is the Issuing Authority's belief that AT&T Broadband (“AT&T”) is in non-compliance with Section 13.4 of the Cable Television Renewal License (the “Renewal License”), dated April 8, 1998. Specifically, the Issuing Authority does not believe that AT&T is providing reports of Subscriber telephone traffic sufficient to verify AT&T’s compliance with the FCC time-frames for answering its Customer Service telephones pursuant to Section 12.2 and Exhibit 8 (“FCC Customer Service Obligations”) of the Renewal License.

Pursuant to Section 11.1 (“Determination of Breach”) of the Renewal License, this letter constitutes the written notification to AT&T regarding non-compliance with Section 13.4 of the Renewal License. AT&T shall have thirty (30) days from receipt of this letter to either (i) respond in writing to the Issuing Authority, contesting the assertion of default, pursuant to Section 11.1(a), or (ii) cure, or take reasonable efforts to cure, the Section 13.4 default cited above, pursuant to Section 11.1(b).

Sincerely,

Robert Jefferies,
Chairman

Geraldine ("Dini") Healy-Coffin

Bob McCusker

Elaine McKenna

Christopher Romeo

The Westford Board of Selectmen

cc: Steven Ledoux, Town Manager
Cable Advisory Committee
Peter J. Epstein, Esquire

Mark Reilly, Esquire
Vice-President of Law and Public Policy
AT&T Broadband
6 Campanelli Drive
Andover, MA 01810 (By Certified Mail)

Return Receipt Requested: # _____